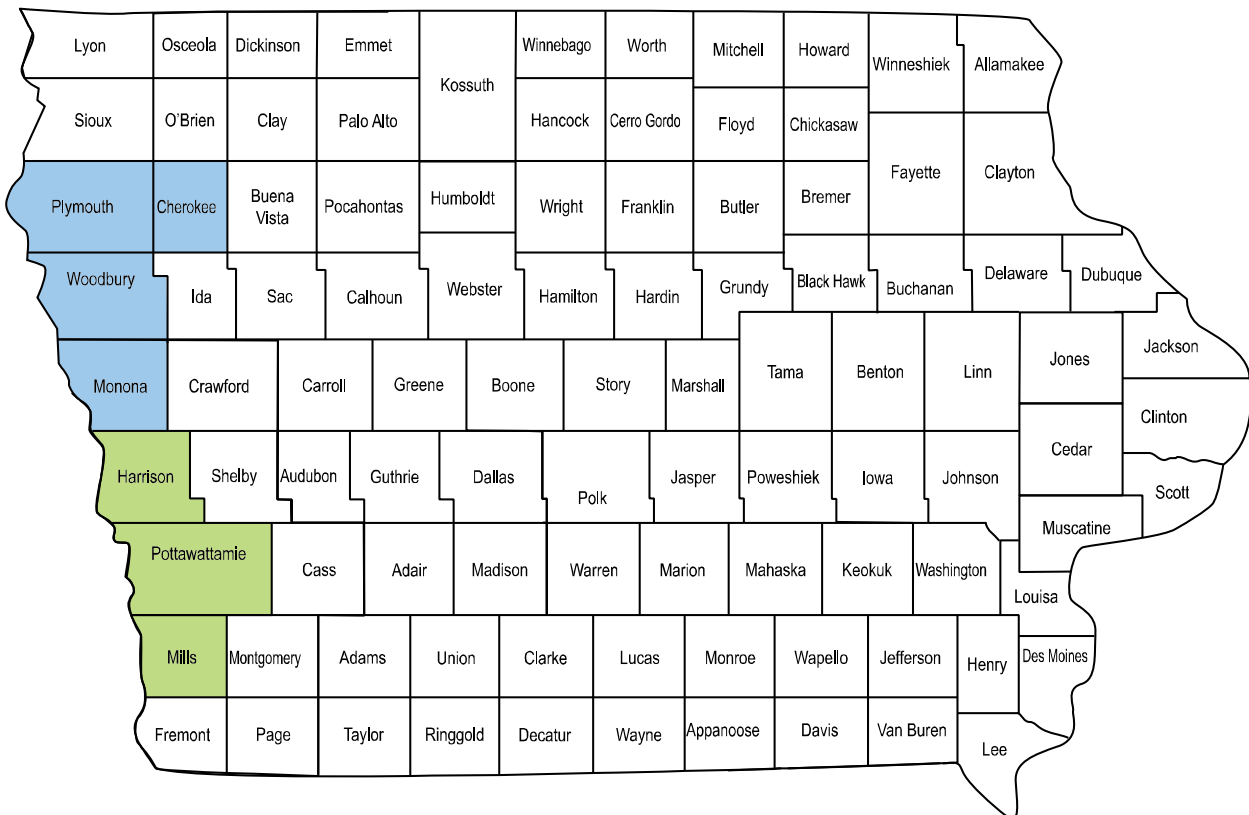




PACE

Program of All-Inclusive Care for the Elderly



Save This Booklet!

Benefit Information Inside!

To receive a copy of this booklet in Spanish, or if you need assistance understanding the information that was sent to you, please call the Member Services Call Center toll free at 1-800-338-8366 or 515-256-4606 in the Des Moines area.

Para recibir una copia de este cuadernillo en español, o si necesita ayuda para entender la información que se le envié, por favor llame al Centro de Atención de Servicios al Miembro at 800-338-8366 sin costo, o al 515-256-4606 en el área de Des Moines.

PACE Information

Inside this booklet, you will find information about Iowa Medicaid Programs of All-Inclusive Care for the Elderly (PACE). A PACE service provider coordinates and provides all preventive, primary, acute and long-term care services for individuals age 55 and older. A PACE program strives to keep people as healthy as possible and able to live in their own homes. As an Iowa Medicaid member, **you have full Medicaid coverage!** A PACE program only changes where you get your medical care. Please take a few minutes to review the information in this booklet and if you have any questions, call the Member Services Call Center at:

Toll free: 800-338-8366

Local in the Des Moines area: 515-256-4606

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What Is PACE?

PACE (Program of All-Inclusive Care for the Elderly) is a program designed to help you stay as healthy as possible but also to provide for any other medical care that you may need such as hospitalizations, specialty care, nursing facility care, hospice or emergency care. You will have the benefit of a Master's level social worker who is employed by the PACE provider and who will coordinate and communicate with you and your medical and support personnel to help you maintain your health and well being. Your PACE provider will be available to you 24 hours a day, 7 days per week.

Each PACE program includes a PACE center. The PACE center includes a number of supports that may be of assistance to you. To maintain your optimum health, the PACE center includes a medical clinic that includes physician and nursing services. Some of the other supports that must be available in the PACE center, if you need them, are physical therapy, occupational therapy, personal care, nutritional counseling, recreational therapy, social activities and meals.

Other medically necessary services, identified by you and your interdisciplinary team, that cannot be provided at the PACE center or in your home will be coordinated for you by the PACE provider.

Transportation will be provided by the PACE provider to ensure that you receive the medical care and support that you need.

What is a PACE Service Area?

A PACE provider has designated counties in which it may provide services. The designated service area is approved by the Centers for Medicare and Medicaid Services (CMS). Following is the listing of the PACE providers in the state of Iowa, the contact information, and the counties in which the PACE organization can provide services.

PACE PROGRAMS IN IOWA	
SIouxLAND PACE	IMMANUEL PATHWAYS
PACE Center Address: 309 Cook Street Sioux City, IA 51103	PACE Center Address: 1702 N. 16 th . Street Council Bluffs, IA 51501
Telephone: 712-224-7233 1-888-722-3713	Telephone: 712-256-7284
Email:	Email: info@immanuelpathways.org
Web Address: www.siouxlandpace.org	Web Address: www.immanuelpathways.org
Counties in PACE service area Cherokee Monona Plymouth Woodbury	Counties in PACE service area Harrison Mills Pottawattamie

What is My Iowa Medical Assistance Eligibility Card?

When you are eligible for Medicaid in Iowa, you will receive an annual medical assistance eligibility card that identifies you as being a Medicaid member. Each person eligible for Iowa Medicaid will get a medical assistance eligibility card and two key chain cards. **However, as an Iowa Medicaid member, who is approved for the PACE program, you will not need to use your Iowa medical assistance eligibility card unless you need emergency services.** Your PACE provider will cover your medical needs, including prescriptions, as long as you are enrolled in the PACE program.



Your medical assistance eligibility card will be printed with the following information:

1. Your name, birth date, and your Medicaid personal ID number.
2. Instructions for your provider to determine eligibility and managed care enrollment.
3. The telephone number for the Iowa Medicaid Enterprise Member Services Call Center.

The Member Services Call Center is available from 8 a.m. to 5 p.m. at 1-800-338-8366 or 515-256-4606 on weekdays from 8 a.m. to 5 p.m.

Your medical assistance eligibility card should be sent to you within a few days after your application and your approval for the PACE program is completed. If you did not get a medical assistance eligibility card and think you should have, you should contact your local county Department of Human Services (DHS) office. Ask to speak to your income maintenance worker.

If you do not know how to contact your county DHS office, you may use the following web site and find the information for your county:

http://www.dhs.state.ia.us/Consumers/Find_Help/MapLocations.html

Your PACE provider will also give you stickers for your Iowa Medical Assistance Eligibility Card and your two key chain cards. The PACE stickers will include the telephone number of your PACE provider.

What Is My PACE Card?

After you finish enrollment in the PACE program, your PACE provider will also give you a PACE membership card. The PACE membership card will have the PACE provider's telephone number on it.

Be sure to keep your PACE membership card and your Iowa medical assistance eligibility card safe but easily available.

How Do I Get Care?

Contact your PACE provider at the telephone number on your PACE membership card.

Your

PACE provider will be available for you 24 hours every day.

You will have a very comprehensive medical home when you are enrolled with the PACE program. You will be part of a professional team that will coordinate and ensure that your entire medical and, if necessary, long-term care needs are met for as long as you are enrolled with the PACE program. Your PACE provider wants to help you stay as healthy as you can. The PACE program will also provide transportation to the PACE center or to medical appointments if needed. Following is a list of the professionals who must be included in your team. Your team will help you get the medical care and support that you need. Depending on the needs that you have, there may be more professionals that may need to be included such as medical specialists, dentists or podiatrists.

<ul style="list-style-type: none">• YOU	<ul style="list-style-type: none">• Recreational Therapist or Activity Coordinator
<ul style="list-style-type: none">• Persons you ask to come	<ul style="list-style-type: none">• Dietary Manager
<ul style="list-style-type: none">• Primary Care Physician	<ul style="list-style-type: none">• PACE Center Manager
<ul style="list-style-type: none">• Registered Nurse	<ul style="list-style-type: none">• Home Care Coordinator
<ul style="list-style-type: none">• Social Worker	<ul style="list-style-type: none">• Personal Care Attendant
<ul style="list-style-type: none">• Physical Therapist	<ul style="list-style-type: none">• Transportation Driver

What Is a PACE Center?

Each PACE provider must have at least one PACE center in the service area that includes the counties that it serves. The PACE center must provide these services in its PACE center building:

- Primary medical care (including physician and nursing services)
- Social work services
- Recreational therapy and social activities
- Meals
- Physical therapy, occupational therapy, and other restorative therapies
- Personal care services
- Nutritional counseling

What If I Don't Live Near the PACE Center?

There are several options that may meet your needs:

- You could receive services in your community.
- You could receive transportation to the PACE center from the PACE provider.
- You could receive services from PACE staff that come to your home.
- You and your PACE team may be able to think of other solutions.

What Are Some Examples of Other Services That Will Be Covered by a PACE Program If I Need Them?

In addition to the services provided in the PACE center and listed on page 3, the following services are some other services that can be covered by a PACE program:

- Inpatient hospital services
- Outpatient hospital services
- Home health services
- Laboratory and X-ray services
- Ambulance services
- Optometric services
- Podiatry services
- Speech therapy, audiology, physical therapy or occupational therapy
- Nursing facility services
- Hospice services
- Palliative care services
- Medical equipment and supplies
- Dental services
- Prescription drugs

What If I Need Emergency Care?

Emergent Care

An emergency is considered any condition that could endanger your life or cause permanent disability if not treated immediately.

If you have a serious or disabling emergency, call 911, go directly to the nearest hospital emergency room, or call an ambulance. Bring your Iowa Medicaid card. You **do not** need to call your PACE provider first. However, call your PACE provider as soon as reasonably possible to let the provider know that you needed to have emergency care. Your PACE provider will assist you with any follow-up care that you need. The following are examples of emergencies:



- A serious accident
- Poisoning
- Heart attack
- Stroke
- Severe bleeding
- Severe burns
- Severe shortness of breath

Follow-Up Care After an Emergency

You must contact your PACE provider for all follow-up care. Do not return to the emergency room for the follow-up care. The PACE provider will either provide or authorize this care for you.

Urgent Care

Urgent care is when you are not in a life threatening or a permanent disability situation and have time to call your PACE provider.

You must call your PACE provider if you have an urgent care situation.

Some examples of urgent care are:

- Fever
- Stomach pain
- Ear aches

What Are My Rights and Responsibilities When I am a Member of a PACE Program?

My Rights

- I have the right to be treated with respect.
- I have the right to be protected against discrimination.
- I have the right to information and assistance.
- I have the right to choice of providers.
- I have the right to emergency services.
- I have the right to confidentiality.
- I have the right to make treatment decisions.
- I have the right to file grievances and appeals.
- I have the right to disenroll from the PACE program.

Your PACE provider will also discuss your rights with you and provide you with a copy of your rights.

My Responsibilities

- I need to communicate with my PACE provider regarding my needs, any changes in my care, and my choices.
- I need to understand that all medically necessary services are provided through my PACE provider.
- I need to understand that any unauthorized services (**except emergency care**) will be my financial responsibility.
- I need to contact my PACE provider if I received emergency care.
- I need to contact my PACE provider if I am going to move out of the PACE service area.

What Is A PACE Provider Grievance?

A PACE provider grievance is a complaint in which you express dissatisfaction, either verbally or in writing, to the PACE provider about PACE service delivery or the quality of care that you are receiving from the PACE provider.

Your PACE provider will give you information on how to file a grievance and what steps the PACE provider will take to resolve your grievance.

If you feel that the PACE provider is not trying to work with you to resolve your complaint, you may contact the Iowa Medicaid Enterprise (IME) Member Services Call Center at 800-338-8366 toll free or 515-256-4606 in the Des Moines area.

What Is A PACE Provider Appeal?

You can file a PACE provider appeal if you don't agree with the PACE provider's decision to reduce a service, deny a service; or terminate a service that you receive or would like to receive through the PACE program.

Your PACE provider will also give you information on how to file a PACE provider appeal and what steps the PACE provider will take to address your appeal.

If you are not happy with the outcome of the PACE provider appeal process, you can choose to file a DHS appeal. A DHS appeal hearing will be by telephone. An Iowa administrative law judge will conduct a telephone hearing. You, or you and someone you choose will present your side of the disagreement and the PACE provider will present its side. The administrative law judge will make a decision.

What Is A DHS Appeal?

A DHS Appeal is when you don't agree with an action that DHS has taken. If you receive PACE services, the two most common DHS actions with which you might disagree are these:

- DHS made a decision that you were not Medicaid eligible or,
- DHS made a decision that you did not meet the level of care required for the PACE program.

If you disagree with a DHS decision, you will appeal directly to DHS. You will not have to go through the PACE provider grievance process or the PACE provider appeals process.

How Do I File a DHS Appeal?

You do not have to pay to file a DHS appeal. [441 Iowa Administrative Code Chapter 7].

Filing a DHS appeal is easy. You must appeal in writing by doing one of the following:

- Complete an appeal electronically at <https://dhssecure.dhs.state.ia.us/forms/>
- Write a letter telling us why you think a DHS decision is wrong, or
- Fill out an Appeal and Request for Hearing form. You can get this form at your county DHS office.

Send or take your appeal to the Department of Human Services, Appeals Section, 5th Floor, 1305 E Walnut Street, Des Moines, Iowa 50319-0114. If you need help filing an appeal, ask your county DHS office. Your PACE provider could also help you if you wish.

How long do I have to appeal?

You must file an appeal:

- Within 30 calendar days of the date of a decision or
- Before the date a decision goes into effect

It is important to watch for any mail from DHS!

If you file an appeal more than 30 but less than 90 calendar days from the date of a decision, you must tell us why your appeal is late. If you have a good reason for filing your appeal late, DHS will decide if you can get a hearing.

If you file an appeal 90 days after the date of a decision, DHS cannot give you a hearing.

Can I continue to get benefits when my appeal is pending?

You may keep your benefits until an appeal is final or through the end of your certification period if you file an appeal:

- Within 10 calendar days of the date of a decision or
- Before the date a decision goes into effect

Any benefits you get while your appeal is being decided may have to be paid back if the Department's (DHS's) action is correct.

How will I know if I get a hearing?

You will receive a letter from DHS letting you know if a hearing was or was not scheduled. If a hearing is scheduled, you will get a hearing notice that tells you the date and time that it is scheduled. And if a hearing is not scheduled, you also, get a DHS letter that tells you why a hearing was not scheduled. This letter will also explain what you can do if you disagree with the decision to not give you a hearing.

Can I have someone else help me in the hearing?

You or someone else, such as a friend or relative or the PACE provider, can tell why you disagree with the Department's decision. You may also have a lawyer help you, but the Department will not pay for one. Your county DHS office can give you information about legal services. The cost of legal services will be based on your income. You may also call Iowa Legal Aid at 1-900-532-1275. If you live in Polk County, call 243-1193.

What If I Believe That I Have Been The Victim of Discrimination or Harassment?

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief or veteran status.

If you feel DHS has discriminated against or harassed you, please send a letter explaining your complaint to:

Iowa Department of Human Services, Office of Human Resources, Hoover Building – 1st Floor, 1305 E. Walnut, Des Moines IA 50319-0114; fax (515) 281-4243, or via e-mail stopit@dhs.state.ia.us

(Food Assistance only) USDA – Director, Office of Civil Rights, 1400 Independence Ave SW, Washington DC 20250-9410, or call (800) 795-3272 (voice) or (800) 877-8339 (TTY-English) or (800) 845-6136 (TTY-Spanish).

How Do I Apply for the PACE Program?

Contact the PACE provider for the county in which you live. A representative from the PACE program will explain the PACE program and the application process to you. The PACE provider can assist you with application information that your DHS income maintenance worker will need to process a Medicaid application, if it is necessary.

Can I Disenroll From the PACE Program?

You can decide that you do not want to receive services from the PACE program at any time. Notify your PACE provider and your DHS income maintenance worker of your decision.

What Happens If I Move?

If you move out of the PACE service area, you must contact your PACE provider and your DHS income maintenance worker. You will not be eligible for services from the PACE program if you move out of the service area. Your PACE provider will help you transition to other services if you do move.

What If I Am Not Medicaid Eligible?

A PACE program offers PACE services to persons eligible for Medicare, Medicaid and persons who may have dual eligibility for both Medicare and Medicaid. There is no difference between the PACE services provided to a Medicare eligible individual and a Medicaid eligible individual. The difference is in the funding source and the payment process. If you are interested, contact the PACE provider and a PACE representative will be able to explain how services are reimbursed to individuals who are Medicare and dual eligible.

What Important Contact Information Should I Have?

PACE Provider	
Emergency	911
DHS Income Maintenance Office	

Iowa Medicaid Services Member Services Call Center	
Telephone:	1-800-338-8366 or 515-256-4606
Address:	PO Box 36510 Des Moines, IA 50315
Web site:	http://www.ime.state.ia.us Click on Members link at the top of the page.
Email:	IMEMemberServices@dhs.state.ia.us